



**“Where Outcome Means Income”**

# **Case Management Systems for Medicare/Medicaid Reimbursement**

# **“You Don’t Know What You Don’t Know”**

- Conventional wisdom is usually out of date
- Caregiver Management Systems as a company spends 100% of its time keeping up to date on the Medicare/Medicaid rules and regulations not just the CMS interpretive guidelines.
- Court cases do not rewrite the law but do interpret the law and Caregiver has programmed those interpretation into the software so the clinicians have something to follow and its consultants are trained to implement the letter of the entitlement law, rules and regulations.

# Proven Skilled Nursing Formula

- Medicare is the payer of first resort (Federal law)
- Private pay resources are to be preserved as long as possible (Federal Law)
- Medicaid is the payer of last resort (Federal Law)
- Part A beneficiaries are entitled (Federal Law) to 100 days per spell of illness
- CMS interpretive guidelines are limiting the average coverage period to 30 days (violation of Fox v Bowen)
- Federal court (Fox v Bowen) has directed CMS to follow the rules not force the providers to follow CMS' interpretation of the entitlement rights to due process of law (HEW transmittal 262 redefined skilled nursing care)
- Caregiver has applied this formula in over 140 skilled nursing facilities over the last 20 years increasing the valuable resources from Medicare Part A, B, C and D so the providers can attain quality outcomes and give the beneficiaries the opportunity to return to their communities.

# Before Caregiver and After

Per 100 Beds – Part A	<u>Before</u>	<u>After</u>
● Medicare share of revenues	20%	40%
● Medicare share of census	10%	20%
● Average Length of coverage	29	49
● LOS – discharged home	20	40
● Therapy share of days billed	86%	50%
● Nursing share of days billed	14%	25%
● Rehab nursing & restoratives	0%	25%
● Billed Part A revenues	\$705,000	\$1.2 mil
● Increase in profits	\$250,000	



# Medicare/Medicaid Tools Using Case Management Systems

- Software libraries
- Training on different modules
- Claims management and indemnification
- ROI Profit guarantee
- Reimbursement consulting and systems tools
- Software support and maintenance
- Software upgrades
- Quarterly utilization review and chart audits
- Other Caregiver systems consulting and services

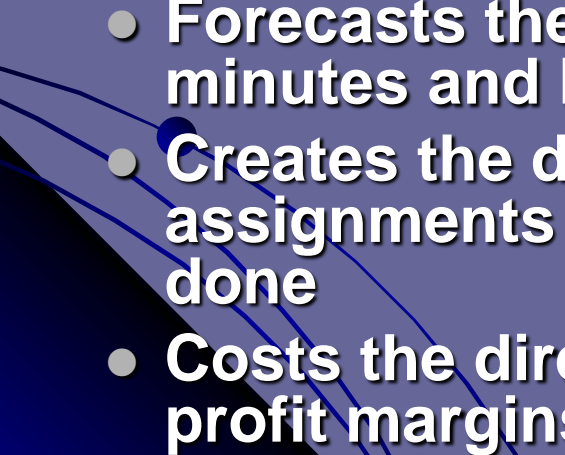
# AQ Medicare Software

- **AQ admit quick: preadmission care planning, costing and RUG's forecasting utilizing the Caregiver costing library of covered benefits :**
  - Take to the hospital
  - Take to the patient's domicile
  - Have a care plan when they arrive
  - Provide the plan to the patient, family and physician

# OM Medicare Software

- **OM outcome manager:** sets up Medicare and Medicaid benefits for reimbursement utilizing the Caregiver Case Management of covered benefits library:
  - Comprehensive assessment using 102 problems for confirming skilled coverage
  - Blueprints of care using the coverable problem list linked to the hospitalization
  - Forecast of the length of the coverage period
  - Directs the care through assignment of the interventions that Medicare Part A is to pay for

# OM Medicare Software

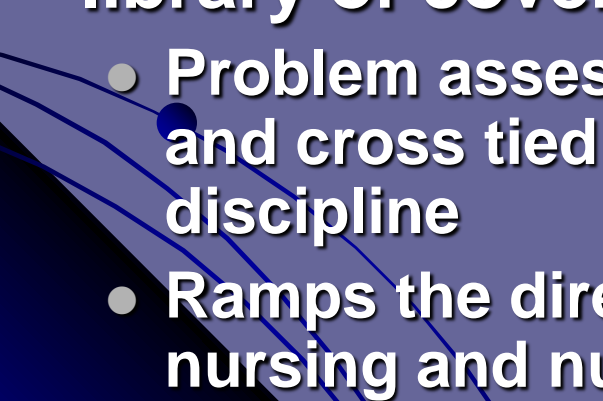
- **OM outcome manager:** sets up Medicare and Medicaid benefits for reimbursement utilizing the Caregiver Case Management library of covered benefits :
    - Maps out the workflow and workload for the staff by shift for efficiency and productivity
    - Forecasts the staffing levels based on the care plan minutes and billable RUG's levels
    - Creates the documentation trail using the staff assignments from the care plan to capture the work done
    - Costs the direct labor for each case and forecasts profit margins by patient by day
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# OM Medicare Software

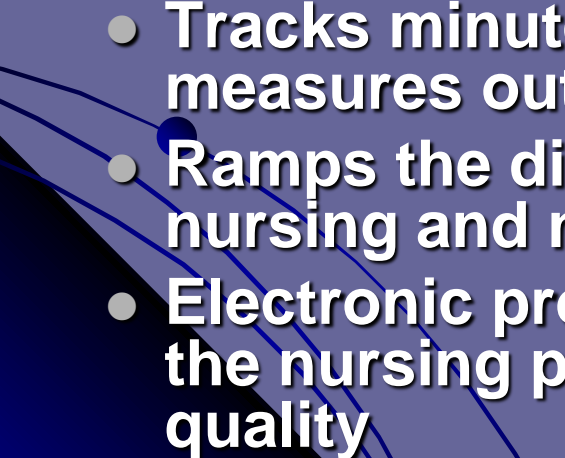
- **OM outcome manager:** sets up Medicare and Medicaid benefits for reimbursement utilizing the Caregiver Case Management library of covered benefits :
  - Costs the Ancillary services using formularies and therapy templates for rehab and restorative services
  - Data base of outcomes by diagnosis, problem, intervention program and goals accomplished
  - Sets up the functionality for point of care assignment of work and documentation of outcomes
  - Integrates nursing, therapies, restorative nursing, psycho social programming and discharge planning.
- **Benefit of using OM for managing the care and reimbursement improves outcomes and income thereby increasing revenues by 40% and profits 25%.**



# TM Medicare Software

- **TM therapy manager: electronically completes the problem assessments, blueprints the treatment programs and documents outcomes for reimbursement utilizing the Caregiver Case Management library of covered benefits :**
    - Problem assessment from a list of 102 problems and cross tied to over 150 treatment programs by discipline
    - Ramps the direct therapy services to rehab nursing and nursing restorative programs
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# TM Medicare Software

- **TM therapy manager: electronically completes the problem assessments, blueprints the treatment programs and documents outcomes for reimbursement utilizing the Caregiver Case Management library of covered benefits:**
    - Tracks minutes of treatment by program and measures outcomes using numerical scales
    - Ramps the direct therapy services to rehab nursing and nursing restorative programs
    - Electronic progress notes are fully integrated with the nursing progress notes for consistency and quality
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# TM Medicare Software

- **TM therapy manager:** electronically completes the problem assessments, blueprints the treatment programs and documents outcomes for reimbursement utilizing the Caregiver Case Management library of covered benefits:
  - Costs each treatment program and forecasts therapy and restorative staffing based on treatment minutes
  - Data base of outcomes by diagnosis, problem, treatment modality and outcome goals
- **Benefit from using TM:** better outcomes and better reimbursement taking the fear out of payment so practice drives the flow of dollars thereby reducing the cost of therapies by 25% while improving outcomes.

# SM F-tag Software

- **SM survey manager:** assigns the F-tags for survey to specific staff positions and staff members for proactive compliance with the QIS survey manual and the 161 quality indicators utilizing the Caregiver Case Management library of covered benefits:
  - Assigns the F-tag responsibility for prevention or correction to job functions that can insure compliance on a daily, weekly, monthly and annual basis
  - Distributes the F-tags base on priority and severity to either departments, teams, staff types, job positions or specific individuals
  - Plans of correction can be issued to the surveyors during the survey based on the F-tags being cited.
- **Benefit from using SM:** Attain deficiency free status through out the year by preventing or correcting defects as they happen thereby improving quality control and outcomes thereby reducing the cost of surveys by 100%.

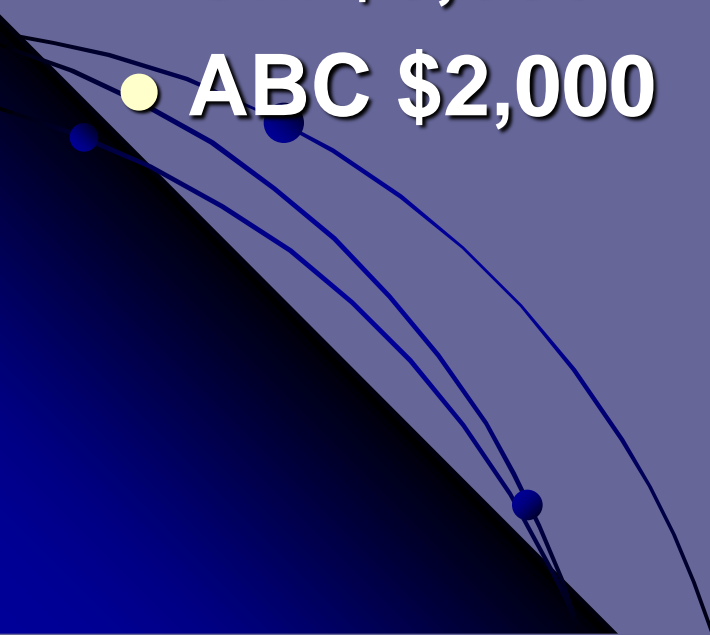


# ABC Costing Software

- **ABC Activity Based Costing:** a “hidden cost” calculator and an economic incentive to staff utilizing the Caregiver Case Management library of skilled interventions and outcomes:
  - Costs staff turnover by department, staff position & person
  - Costs absenteeism by department, staff position & person
  - Costs inefficiency and low productivity by staff type
  - Costs injury of staff and patients due to negligence
  - Costs wasted supplies by department
  - Costs theft of patient and facility valuables
  - Costs liability insurance due to falls and accidents
  - Using six sigma to weed out costly time and money wasters
- **Benefit from using ABC:** reduce and eliminate wasteful business practices using process templates and economic incentives to the staff that saves the hidden costs in the form of cash bonuses thereby reducing costs by 25% and increasing profits by 15%.



# Caregiver Software List Pricing

- AQ \$2,000 per 100 beds \$20 per bed
  - OM \$15,000 per 100 beds \$150 per bed
  - TM \$3,000
  - SM \$3,000
  - ABC \$2,000
- 

# Caregiver Software Training

- AQ 4 hours with Admissions and Case Manager = \$500
- Om 16 hours with DON and Case Manager = \$3,000
- TM 4 hours with therapists and restorative nurse = \$1,500
- SM 8 hours training with Administrator, DON and Rehab director = \$1,000
- ABC 12 hours training with Administrator, DON and Business Office = \$2,000
- Benefit: the Caregiver consultants/trainers are expert in the Medicare and Medicaid reimbursement rules and impart them as they show the Administrator, DON, Case Managers, nurses, therapies, restorative aides and social workers how to build the cases, implement the skilled care and be in a position to defend the case if necessary. Thereby increasing revenues by 40% and profits 25%.

# Caregiver Optional Claims Insurance

- **Caregiver will Indemnify Part A, C and B claims**
  - Must follow systems and coaching
  - Each case stands on it own for meeting the Caregiver documentation standards
  - Therapies no longer have to be indemnified by outsource contractors...so the therapist must use the Caregiver TM
  - Case mangers trained on how to submit records, track the ADR, appeal time frames and defend the case before the ALJ
  - If any portion of a claim is unpaid by Medicare or the secondary payers Caregiver will pay the difference
    - Secondary payers must be billed upon receiving a denial
    - Caregiver's ADR software will be used to track the appeals
- **Cost for claims insurance is \$1 per Medicare billed day for the period of the license agreement**
- **Benefit: takes the fear out of Medicare and allows therapists and nurses to have quality practice standards drive reimbursement levels thereby increasing revenues by 40% and cash collections by 40%.**

# Caregiver Optional Profit Guarantee

- Caregiver guarantees an annual Medicare ROI of 3 times the cost of the Caregiver modules and services contracted for and paid timely.
- The cost for the use of the software, training, consulting, quarterly audits, support of the systems, software upgrades will be valued using the Utilization Review Report loaded in the facility's business office...and annual cost to benefit comparison will be made to calculate the ROI.
- Cost for profit guarantee is \$1 per Medicare billed day for the period of the license agreement.
- Benefit: takes the risk out of utilizing the Caregiver solutions thereby increasing revenues by 40% and profits 25%.

# Caregiver Optional Clinical Charting Tools

- Caregiver's P.I.E. (problem, intervention, evaluation) charting system for documenting the skilled services that Medicare will pay for
  - Includes the case management forms, policies and procedures for completing the Medicare claims package
  - Includes the work flow assignment sheets and progress notes supporting the Part A cases
- Cost for charting tools is \$1 per Medicare billed day for the period of the license agreement.
- Benefit: takes the risk out of utilizing Medicare benefits pursuant to the rules and regulations thereby increasing revenues by 40% and cash collections by 40%.



# Caregiver Optional Reimbursement Consulting Services

- Caregiver's expertise is unparalleled in the application of the Medicare entitlement law, regulations and rules for submitting, proving skilled services and appealing denied claims.
- This expertise embraces the 42 years of interpretations made by the paying agents of the Federal government and the case law that finds them in violation of the beneficiaries 5<sup>th</sup> amendment rights to due process of law (Fox v Bowen, 1986..transmittal 262)
- Using this expertise we coach and advise our clients on what they can do in providing skilled services that will constitute reasonable and necessary outcomes for payment...then if there is a dispute on medical necessity that it is proven by the Caregiver documentation.
- Cost for coaching and consulting services is \$1 per Medicare billed day for the period of the license agreement.
- Benefit: Assurance that the provider can expect to collect all claims processed and supported by the Caregiver interpretation of the law, regulations and rules thereby increasing revenues by 40% and cash collections by 40%.

# Caregiver Optional Quarterly Reimbursement Audit Visits

- Caregiver will make quarterly chart audit and Utilization Review visits if the provider wishes to have its claims indemnified and/or wants to hold the staff accountable to certain reimbursement standards.
  - A sample of the Medicare Charts are audited using the Caregiver Chart Audit software.
  - Utilization data, maintained in the business office, will be summarized, analyzed and reported to management.
  - Recommendations will be made on the quality of the documentation and the adherence to the targets set for managing lengths of stay and outcomes.
- Cost of visit : \$2,000 per visit plus travel expenses
- Benefit: making sure that the Medicare beneficiaries are receiving their entitled benefits and that the provider is submitting and collecting the claims as required by law.

# Caregiver Ongoing Software Support

- Caregiver provides software maintenance, training and upgrades as a percent of the original cost of the software purchased or leased.
  - 9% annual fee payable monthly for on call maintenance and training for additional users.
  - 9% annual fee payable monthly for upgrades and training for new software.
- Benefit: assurance that the software is up to date and functioning as required by Medicare and changes in the MDS and RUG's methodology.

# Caregiver Management

## Unbundled Medicare Pricing (100 Bed Skilled Nursing Facility)

	<u>Year 1</u>	<u>Year 2</u>	<u>Year 3</u>
● AQ software	\$2,000		
● OM software	\$15,000		
● TM software	\$3,000		
● SM software	\$2,000		
● ABC costing software	<u>\$3,000</u>		
● Total	\$25,000		
● Software Training	\$8,000		
● Options \$4 times 6,570 days	\$26,280	\$26,280	\$26,280
● Software support and upgrades	\$4,500	\$4,500	\$4,500
● Quarterly visits	<u>\$8,660</u>	<u>\$8,000</u>	<u>\$8,000</u>
● Total costs	<u>\$72,440</u>	<u>\$38,780</u>	<u>\$38,780</u>
● Medicare Profit Guarantee	\$215,400	\$116,400	\$116,400
● 36 month lease monthly cost	\$4,500		
● Typical monthly cash increase	\$20,000		



# Caregiver Medicare/Medicaid Bundled Pricing

● \$1 per licensed bed for 100 beds	\$109,500
● Training	\$6,000
● Software support and upgrades	-0-
● Quarterly visits	\$8,000
● Claims insurance	-0-
● Consulting	-0-
● Clinical charting tools	-0-
● Profit guarantee	-0-
● Total 3 year cost	\$123,500
● Profit Guarantee over three years	\$370,500
● 36 monthly lease payment	\$3,800



# Caregiver Medicaid Software Products and Services

- **Medicaid case managers can be trained to use the software for care planning and documentation for case mix reimbursement:**
  - Includes RUG's assessments for restorative and psycho/social problems triggers utilizing the Caregiver templates and charting tools.
  - Complete direct labor costing and ancillary cost controls for Medicaid dual eligible beneficiaries
  - Data base for forecasting staffing levels based on the care plans, therapy programs and restorative services.
- **Software is an add-on to the Medicare library and requires training of the Medicaid Case manager**
  - Software add-on \$5,000
  - Training of case manager \$3,000
- **Cost for coaching and consulting services is \$.25 per Medicaid billed day for the period of the license agreement.**
- **Benefit: utilization of the Medicaid case mix reimbursement system is enhanced by the Caregiver library of nursing, restorative and psycho/social templates for Medicaid covered care thereby increasing the Medicaid case mix scores by 25%.**

# Caregiver Consulting

## Reimbursement Products and Services

- **Set-up the following Medicare modules:**
  - Nurses' P.I.E. charting = \$3,000 for library of interventions
  - Utilization Review procedures and forms = \$1,000 for forms and procedures
  - Medicare benefit library and managing length of stay = \$5,000
  - Hospice billing = \$500 for setting up billing procedures
  - Restorative nursing programs with library of templates = \$2,500
  - Rehab low therapy programs with library of templates = \$1,500
  - Therapy controls and charting with library of templates = \$3,500
  - Patient Centered organization chart with teams and conversion procedures = \$5,000
  - Hidden cost valuation with savings and staff incentive program = \$3,500
- **Benefits:** shifting the paradigm and culture to a patient centered organization with evidence based care plans and performance based staff compensation thereby increasing billed revenues by 40% and profits by 25%.

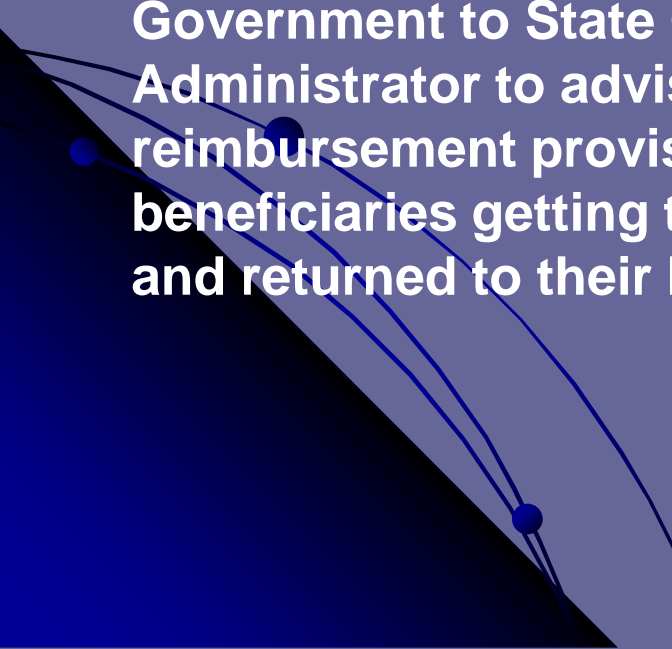
# Caregiver Consulting

## Profit Enhancement Services

- Organizational studies for realigning the workflow and using care plans for staffing reducing staff turnover and absenteeism by 75%
- Marketing studies and census development materials with community outreach procedures increasing referrals by 40% per year
- Converting the traditional departmental organization chart to a flat case management organization reducing overhead by \$250,000 per year
- Purchase investigations for expanding the ownership of Skilled Nursing Facilities
- Preparation of pro-formas for acquisitions based on the Medicare opportunity for marketing and organizational development.
- Preparation of cost reports for Medicare and Medicaid.
- Cost of services: based on project hours and expenses.
- Benefit: shifting the paradigm and culture to a patient centered organization with evidence based care plans and performance based staff compensation.

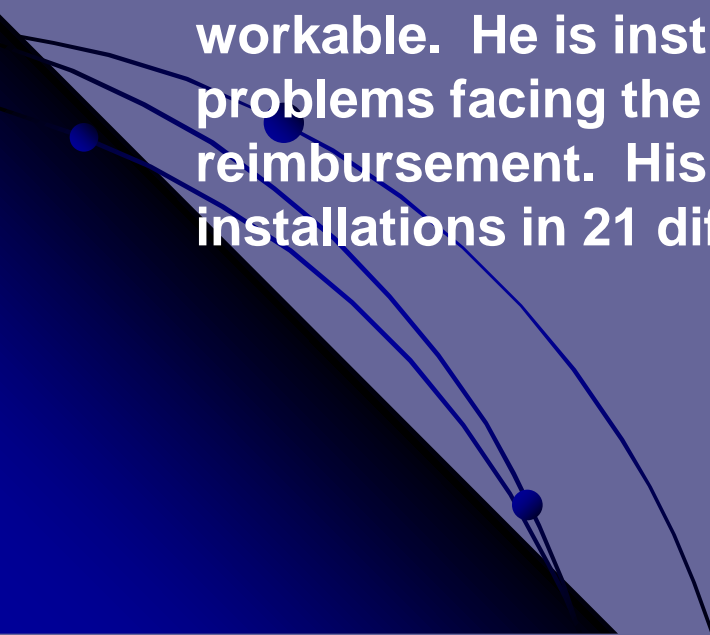
# Jerry Rhoads CEO Caregiver

Jerry L. Rhoads, CPA is a Fellow in the American College of Health Care Administrators has over 40 years experience in applying the Medicare law, rules and regulations. He is CEO of Caregiver and is the chief designer of the Caregiver software and lead interpreter of the applicable rules and regulations. Having been involved at every level of it's application from Federal Government to State Government to being the frontline Administrator to advising the providers on the use of the reimbursement provisions; he is an advocate for the beneficiaries getting their entitlement so they can be restored and returned to their highest level of functioning.

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# Kip A Rhoads President Caregiver

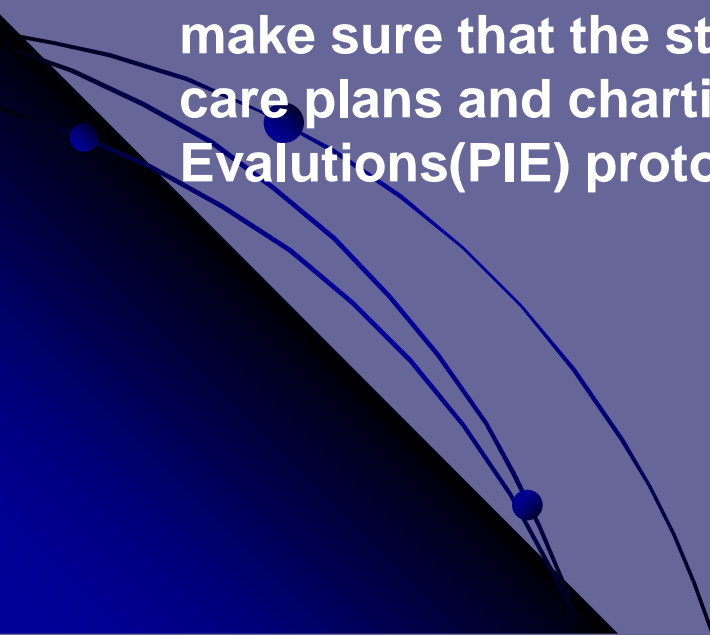
Kip Rhoads, President of Caregiver Management Systems is the driving force behind the development of the software that puts the appropriate tools in the hands of the providers of care. He has over 20 years experience in constructing the data libraries and case management forms to make the applications workable. He is instrumental in programming solutions, to the problems facing the providers from survey to staffing, to reimbursement. His experience covers over 140 SNF installations in 21 different States.





# Sharon K. Rhoads VP Caregiver

Sharon Rhoads, VP of Caregiver, is in charge of the clinical training of the Case managers and clinical staff using the Caregiver case management systems output. She has over 20 experience in training nurses, CNA's, RA's and therapists in over 140 instillations in 21 different states. Her role is to make sure that the staff is implementing outcome driven care plans and charting using the Problem, Intervention, Evaluations(PIE) protocols.



# Contact Information

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